

## SHIP Mission & Vision

### **SHIP Mission**

Our mission is to empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training, to make informed health insurance decisions that optimize access to care and benefits.

### **SHIP Vision**

We are the known and trusted community resource for Medicare information.

SHIP Strategy FY2016-FY2018

Strategic Themes	Goals	Objectives	Initiatives
Service Excellence	Goal 1: Consistently and confidentially provide accurate, objective, and comprehensive information and assistance.	Objective 1.1/3.2/4.2: Increase knowledge of program expectations at all levels.	1.1.1 Improve the workforce management infrastructure, including policies and procedures.
			1.1.2 Set program expectations at all levels, and periodically meet to assess and reassess expectations.
			1.1.3 Develop and execute a communication plan for all levels.
			1.1.4 Develop SOPs for OHIC staff.
		Objective 1.2/3.3: Increase the content knowledge of SHIP counselors.	1.2.1 Develop national standardized training requirements.
			1.2.2 Explore a national standardized training curriculum.
			1.2.3 Implement national online counselor certification.
			1.2.4 Enhance CMS subject-matter expertise partnerships.
			1.2.5 Increase SHIP TA Center's role in providing Medicare content knowledge.
		Objective 1.3: Increase the content knowledge of SHIP clients.	1.3.1 Provide information in plain language.
			1.3.2 Develop and implement self-service training and materials for beneficiaries.
			1.3.3 Increase access points for beneficiary information.
	Goal 2: Promote awareness, knowledge, and visibility of the program.	Objective 2.1: Increase exposure of the public to the program.	2.1.1 Plan/develop a national media campaign.
			2.1.2 Create and implement a media toolkit.
			2.1.3 Develop new partnerships.
		Objective 2.2: Increase the awareness of SHIP to those in greatest need of our services.	Refer to Initiative 1.1.2
			2.2.2 Identify data points, data sources, and prioritization process for grantees.
			2.2.3 Develop and implement plan to share best practices across the network (including ACL, TA Center, and grantees).
Capacity Building	Goal 3: Recruit, train and retain a diverse, sufficient, and effective workforce at all levels.	Objective 3.1: Enhance team member management.	Refer to Initiative 2.2.3
			3.1.2 Roll-out and implement Program Risk and Management Policies and Procedures.
			3.1.3 Develop new and update existing team member management tools.
			3.1.4 Continue to leverage the ACL's and TA Center's team-member management expertise to support the SHIP grantees.
		Objective 1.1/3.2/4.2: Increase knowledge of program expectations at all levels.	Refer to Objective 1.1 initiatives
Operational Excellence	Goal 4: Develop and strengthen the program structure and organization, including policies, processes, and procedures, to enable effective and efficient operations.	Objective 4.1: Improve alignment of policies, processes, and procedures to program goals.	Refer to Initiative 1.1.2
			4.1.2 Better align performance measures and process with program goals.
			4.1.3 Better align program funding formula with program goals and reduce variability.
			Refer to Initiative 2.2.3
			Refer to Initiative 3.1.2
		Objective 1.1/3.2/4.2: Increase knowledge of program expectations at all levels.	Refer to Objective 1.1 initiatives
		Objective 4.3: Increase accountability to program expectations.	4.3.1 Conduct beneficiary survey project.
			4.3.2 Establish and implement clear monitoring process for grantees and OHIC.
			4.3.3 Explore and implement appropriate target-setting strategies.
Innovation	Goal 5: Promote adaptable and sustainable processes and activities to position the SHIP for changes in the programmatic landscape.	Objective 5.1: Increase innovation within the SHIP program to better serve Medicare eligible individuals.	Refer to Initiative 1.3.3
			5.1.2 Fund innovation ideas and projects.
			Refer to Initiative 2.1.3
		Objective 5.2: Expand strategic awareness within the SHIP network.	Refer to Initiative 2.1.3
			Refer to Initiative 2.2.3
			5.2.3 Increase understanding, access to, and utilization of data



### LOCAL HELP FOR PEOPLE WITH MEDICARE

#### 2016 SHIP Performance Measures (PM)

PM 1	Number of total client contacts per 1,000 Medicare beneficiaries in the State.
PM 2	Number of persons reached through presentations/booths/exhibits at health/senior fairs, enrollment events per 1,000 Medicare beneficiaries in the State.
PM 3	Number of substantial, personal, direct client contacts (telephone, in-person office, in-person home) per 1,000 Medicare beneficiaries in the State.
PM 4	Number of contacts with Medicare beneficiaries under the age 65 with a disability per 1,000 Medicare beneficiaries under the age 65 in the State.
PM 5	Number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS) per 1,000 low-income Medicare beneficiaries in the State.
PM 6	Number of unduplicated enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.
PM 7	Number of unduplicated Part D enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.
PM 8	Total number of counselor hours per 1,000 Medicare beneficiaries in the State.



**LOCAL HELP FOR PEOPLE WITH MEDICARE**

# **SHIP Program Guidance Self-Assessment Tool**

**Reviewed & Discussed at the 2009 SHIP National Conference,  
Baltimore, Maryland**

This State Health Insurance Assistance (SHIP) program standards document is to be used as a self assessment tool and guide by SHIPs and is voluntary. The standards set and described in this document are not mandatory and are intended to serve as a guide for SHIP Directors' individual program development in areas of Access, Outreach and Education, Partnership Development, Reporting, Staffing, Counselor/Volunteer Training, Risk Management, and Quality Assurance."



**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Access**

**Definition:**

**Access:** Providing access to SHIP services for a people with Medicare, their advocates, family members and caregivers is an active process that includes anticipating, identifying and reducing or eliminating any and all barriers that individuals seeking information about Medicare and related health care issues might encounter.

Standard	Minimum Indicator	Self-Assessment
<b>#1</b> <b>SHIPs will work to make services accessible to all people with Medicare regardless of age, disabilities or medical condition, other special populations, family members, caregivers, advocates, or pre Medicare</b>	SHIPs will initially identify barriers to services within their state. The SHIP will address these barriers by developing an action plan to:	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	<ul style="list-style-type: none"> <li>● To provide access to services for people with Medicare or pre Medicare, including those with:</li> </ul>	
	a) hearing or vision impairment;	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	b) language/literacy differences;	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	c) mental/personal physical challenges or access to care issues;	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	d) cultural and ethnic differences	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	e) rural/frontier	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	f) limited resources	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	g) uninsured	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>

Standard	Minimum Indicator	Self-Assessment
<b>#2</b> <b>SHIPs will maintain a customer oriented and user-friendly toll-free telephone number for use by people with Medicare, family members, caregivers and advocates for SHIP-related inquiries according to the standard terms and conditions for SHIPs.</b>	SHIPs will: (a) maintain a <b>statewide</b> customer oriented and user-friendly toll-free telephone number; (b) provide access to TTY telephone number; (c) and then maintain a maximum limit of two (2) business days for initial contact..	<div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div> <div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div> <div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div>
<b># 3</b> <b>SHIPs make basic information available to people with Medicare, family members, caregivers and advocates via the Internet.</b>	SHIPs will: (a) establish a Web site, including basic state SHIP information; (b) establish a link to Medicare.gov, other CMS Web sites and related Internet sites which can be a part of a larger state Web site; (c) assure information accessible to the population with disabilities as resources and technology allow.	<div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div> <div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div> <div>Met<input type="checkbox"/></div> <div>Not Met<input type="checkbox"/></div>
<b>Action Steps</b>	<ul style="list-style-type: none"><li>• Monitor progress through NPR</li></ul>	

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Outreach and Education**

**Definitions:**

**Outreach:** Outreach is conducted with the goal of promoting SHIPs.

**Education:** Education is any presentation forum or seminar where in-depth knowledge is transferred by oral or visual means. The goal of this education is to ensure that people with Medicare and their caregivers are able to make informed health coverage decisions and understand related rights and protections.

(Note: A SHIP activity may involve both education and outreach efforts at the same time.)

Standard	Minimum Indicator	Self-Assessment
<b>#1</b> <b>SHIPs will participate in the Centers for Medicare and Medicaid Services (CMS) national education effort.</b>	SHIPs will, in cooperation with national, state and local partners, participate in and/or sponsor Medicare outreach events and public education presentations as a part of the CMS national education effort.	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#2</b> <b>SHIPs will participate in outreach and promotion efforts.</b>	SHIPs will assess, plan, and participate in outreach events, including media interviews, for the purpose of informing the public about the available Medicare information channels, as well as general, factual information on health benefits, consumer rights and protections.	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>



Standard	Minimum Indicator	Self-Assessment
<b># 3</b> <b>SHIPs will participate in educational efforts.</b>	SHIPs will assess, plan, and provide education to ensure that people with Medicare, their advocates, family members, and caregivers are able to make informed health coverage decisions and understand related rights and protections.	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#4</b> <b>SHIPs will provide printed literature and promotional materials in English and other languages, as resources allow.</b>	SHIPs will have up-to-date literature and promotional materials available at outreach and educational events and on the SHIP website for direct mailings.	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
<b># 5</b> <b>SHIPs will assure outreach and education to under served populations.</b>	SHIPs will incorporate resources such as: <ul style="list-style-type: none"> <li>● staff</li> <li>● in-kind donations;</li> <li>● media opportunities from national, state, and local partners to provide outreach and education to under served populations.</li> </ul>	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Partnership Development**

Standard	Minimum Indicator	Self-Assessment
<b>#1 SHIPs will establish and maintain collaborations with appropriate federal and/or state departments/agencies for assistance with health insurance issue resolution, and coordinate the exchange of health insurance information between SHIP staff and applicable State and Federal Government staff.</b>	SHIPs will develop a liaison or key contact person in each of the following agencies and organizations for assistance to people with Medicare problems. Appropriate agencies include, at a minimum: Medicare contractors, Quality Improvement Organization (QIO), State Medicaid agencies, State Aging and Insurance departments, and the Social Security Administration.	Met <input type="checkbox"/> Not Met <input type="checkbox"/>
<b>#2 SHIPs will share information concerning health care consumer issues and complaints to appropriate State and Federal Government departments.</b>	SHIPs will forward identified issues and concerns to appropriate Federal or State agencies.	Met <input type="checkbox"/> Not Met <input type="checkbox"/>
<b>#3 SHIPs will maintain regular contact with their designated CMS Regional Office and support its partnership efforts.</b>	SHIPs will: <ul style="list-style-type: none"> <li>• participate in regional teleconferences;</li> <li>• assist with regional events planned in the State;</li> <li>• advise the SHIP Liaison of significant special State partnership activities or local coalition-building activities.</li> </ul>	Met <input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/>

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Reporting**

<b>Standard</b>	<b>Minimum Indicator</b>	<b>Self-Assessment</b>
<b>#1 SHIPs will collect the required state and federal reporting data.</b>	The State SHIP shall analyze the data, for management and planning purposes, on an ongoing basis to assure consistency and reliability.	<div>Met <input type="checkbox"/></div> <div>Not Met <input type="checkbox"/></div>
<b>#2 SHIPs will, where funds are disbursed to the local level, establish a system of financial reporting.</b>	<p>The local SHIP shall account for funds consistent with grants or contracts.</p> <p>The State SHIP shall provide technical assistance if necessary.</p>	<div>Met <input type="checkbox"/></div> <div>Not Met <input type="checkbox"/></div> <div>Met <input type="checkbox"/></div> <div>Not Met <input type="checkbox"/></div>
<b>#3 SHIPs will train local staff and volunteers on the reporting systems.</b>	Training will be provided to staff, coordinators and volunteers.	<div>Met <input type="checkbox"/></div> <div>Not Met <input type="checkbox"/></div>

#3 SHIP shall submit all reports by the end of the month following the close of the reporting period	Quarterly: Due Date 1 <sup>st</sup> -April – June 30 July 31 2 <sup>nd</sup> -July 1 – Sept 30 Oct 31 3 <sup>rd</sup> -Oct 1 – Dec 31 Jan 31 4 <sup>th</sup> - Jan 1 – Mar 31 April 30	Met Not Met <input type="checkbox"/> <input type="checkbox"/>
	Semi-annual Resource Reports: 1-April 1 – Sept 30 Nov 30 2-Oct 1 – march 31 May 31	Met Not Met <input type="checkbox"/> <input type="checkbox"/>
#4 SHIP shall submit a mid-term narrative progress report to CMS	<ul style="list-style-type: none"> <li>Includes a description of the progress made toward meeting objectives outlined in grant application</li> <li>Describe specific plans and progress on specific grant year requests</li> </ul>	Met Not Met <input type="checkbox"/> <input type="checkbox"/>
#5 SHIP Federal grant funds will not be used to support state-based or other independent data systems that provide batch submission to the CMS SHIP NPR data system	SHIPS cannot use Federal grant funds to ensure that those systems are in compliance with CMS requirements for data submissions	Met Not Met <input type="checkbox"/> <input type="checkbox"/>
#6 SHIP shall report administrative changes to CMS within 30 days after a change in contact information occurs	<ul style="list-style-type: none"> <li>Program name</li> <li>Key personnel (State Official or Program Director)</li> <li>Address, email address</li> <li>Website URLs</li> <li>State toll-free numbers</li> </ul>	Met Not Met <input type="checkbox"/> <input type="checkbox"/>

#7 SHIPs shall retain all records pertaining to the SHIP grant for a period of 3 years	Copies or other facsimiles of program records, such as electronic media, are acceptable substitutions for original documents	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
#8 SHIPs must execute a Data Use Agreement (DUA) Form CMS-R-0235 prior to the release of, or access to, specified data files containing protected health information and individual identifiers	To ensure that the disclosure will comply with the requirements of the Privacy Act, the Privacy Rule and CMS data release policies	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
#9 SHIP Director is responsible for bi-annual confirming that SHIP counselors assigned a Unique ID sign a confidentiality agreement	This document states the counselor/volunteer has been trained in privacy and the document must be kept on file in the SHIP Director's office	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Staffing**

**Definitions:**

**Program Director:** Individual responsible for the overall management of the program in a given state.

**Volunteers:** Individuals who have received SHIP volunteer training and have signed a SHIP volunteer agreement or Memorandum of Understanding. SHIP volunteers may include paid and unpaid volunteers, in-kind staff, toll-free help-line counselors, local coordinator/sponsors, etc.

**Staff:** Staff includes the Program Director, volunteers and other staff (volunteer, paid, unpaid, and in-kind) who contribute to the SHIP.

Standard	Minimum Indicator	Self-Assessment
<b>#1</b> <b>Each SHIP Program Director shall have an understanding of Medicare, senior health insurance issues and program management techniques, and continually update his/her knowledge.</b>	A new SHIP Program Director will attend the State's new volunteer training and CMS SHIP Director Training	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
	The SHIP Program Director, or designee, will attend the National SHIP Director's Conference, CMS sponsored national teleconferences and up to two other events designated by CMS or the Program Director as critical to SHIP training and informational needs (such as the National Medicare Education Program training).	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>

Standard	Minimum Indicator	Self-Assessment
<b>#2 SHIPs shall provide for program and personnel management and administration.</b>	<p>The SHIP framework shall address:</p> <ul style="list-style-type: none"> <li>• Volunteer training &amp; updates</li> <li>• Volunteer management</li> <li>• Outreach/education</li> <li>• System of communication and reporting among all SHIP staff and volunteers</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
<b>#3 SHIPs shall establish a sufficient number of staff positions (including volunteers) necessary to provide the services of a health insurance information, counseling and assistance program.</b>	<p>SHIP shall have:</p> <ul style="list-style-type: none"> <li>• A Program Director</li> <li>• Staff or volunteers who can be accessed by a person with Medicare within all areas of the State.</li> <li>• SHIP volunteers shall contribute four hours of volunteering per month, when in state, providing services as needed.</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Counselor/Volunteer Training**

Standard	Minimum Indicator	Self-Assessment
<b>#1 SHIPs will ensure that it has a well trained volunteer corps</b>	<p>SHIPs will distribute information to all volunteers in a timely fashion.</p> <p>SHIPs will provide volunteers, as part of training, contact information for client assistance and referral.</p> <p>Volunteers will participate in training.</p>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
Standard	Minimum Indicator	Self-Assessment
<p><b>#2 SHIPs shall have an initial training program for new counselors/volunteers.</b></p> <p><b>(These programs will vary depending on the nature of the volunteer activity).</b></p>	<p>General volunteer training will be 24 hours in length. Training must include minimum subject matter listed under indicator number three. Training methods may include:</p> <ul style="list-style-type: none"> <li>● Classroom</li> <li>● Internet</li> <li>● Satellite</li> <li>● Mentoring</li> <li>● Self study</li> <li>● Conferencing</li> <li>● Videotape</li> <li>● Teleconferencing</li> <li>● Videoconferencing</li> <li>● Other appropriate methods</li> <li>●</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>



Standard	Minimum Indicator	Self-Assessment
<b># 3</b> <b>New counselor training will cover specified subject matter.</b>	<p>At the completion of training a volunteer needs to be prepared to counsel on the following topics. Each State SHIP will determine the degree of training for each topic.</p> <p><b>Medicare</b></p> <ul style="list-style-type: none"> <li>• Eligibility</li> <li>• Enrollment</li> <li>• Fraud and Abuse</li> <li>• Claims</li> <li>• Appeals</li> <li>• Coordination of Benefits</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
	<ul style="list-style-type: none"> <li>• <b>Medicare Health Plans</b></li> <li>• Original Medicare vs. Medicare Health Plan</li> <li>• Enrollment</li> <li>• Disenrollment</li> <li>• Eligibility</li> <li>• Plan Feature/Comparisons</li> <li>• Non Renewal/ Plan changes</li> <li>• Appeals/Grievances</li> <li>• Marketing issues</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
	<p><b>Medicare Part D</b></p> <ul style="list-style-type: none"> <li>• Plans/Benefits</li> <li>• Enrollment</li> <li>• Disenrollment</li> <li>• Premiums</li> <li>• Claims</li> <li>• Appeals/Grievances</li> <li>• Marketing issues</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>

Standard	Minimum Indicator	Self-Assessment
	<b>Medicare Supplement</b> <ul style="list-style-type: none"> <li>• Standard Plans/Plan Benefits</li> <li>• Medicare Select</li> <li>• Pre-Standardized Plans</li> <li>• Open Enrollment</li> <li>• Guaranteed Renewability</li> <li>• Pre-existing Conditions</li> <li>• Guarantee Issue Policies</li> <li>• Guarantee Issue Protections</li> <li>• Crossover/Automatic file</li> <li>• Premiums</li> <li>• Claims filing</li> <li>• Appeals</li> <li>• State specific laws and regulations</li> </ul>	<b>Long Term Care Insurance</b> Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
	<b>Long Term Care Insurance</b> <ul style="list-style-type: none"> <li>• Appropriateness</li> <li>• Features/Benefits</li> <li>• Enrollment</li> <li>• Underwriting</li> <li>• Tax Qualified/Non Tax Qualified</li> <li>• Benefit Triggers</li> <li>• Long Term Care Partnership Programs (if available in state)</li> <li>• State specific laws and regulations</li> </ul>	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
Standard	Minimum Indicator	Self-Assessment
	<b>Other Health Insurance Options:</b> <ul style="list-style-type: none"> <li>• Special enrollment and entitlement situations e.g. federal employees prior to 1984, military demonstration projects, etc.</li> <li>• Medicare Advantage options not currently available in</li> </ul>	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>

Standard	Minimum Indicator	Self-Assessment
	<p>State</p> <ul style="list-style-type: none"> <li>• Marketing of plans</li> <li>• Application and appeal assistance with Medicaid Programs</li> <li>• Military Health Benefits</li> <li>• Federal Employee Health plan</li> <li>• Railroad Employee Health Plan</li> <li>• Consolidated Omnibus Budget Reconciliation Act (COBRA)</li> <li>• Prescription Assistance</li> <li>• Employee Retirement Income Security Act (ERISA)</li> <li>• </li> </ul>	
	<p><b>Counseling</b></p> <ul style="list-style-type: none"> <li>• Counseling techniques</li> <li>• Confidentiality</li> <li>• Conflict of Interest</li> <li>• Reporting</li> </ul>	<p><b>Counseling</b></p> <p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>

Standard	Minimum Indicator	Self-Assessment
<b>#4 SHIPs will have a continuing education training plan for counselors to assure accurate information and counseling.</b>	<p>Counselors will receive 12 hours of continuing education training annually, covering new developments as well as review of basic concepts. Additional training on unforeseen changes and developments offered when necessary. Training methods may include:</p> <ul style="list-style-type: none"> <li>• Classroom</li> <li>• Internet</li> <li>• Satellite</li> <li>• Conferences</li> <li>• Newsletter</li> <li>• Self Study</li> <li>• Conferencing</li> <li>• Videotape</li> <li>• Teleconferencing</li> <li>• Videoconferencing</li> <li>• Mentoring</li> <li>• Other appropriate methods</li> </ul>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
<b>#5 SHIPs will provide volunteer support and personalized information, and assistance when needed by a counselor.</b>	<p>Responding to counselors and volunteers needs is a top priority for paid staff.</p>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>
<b>#6 Maintain Internet capabilities for accessing email and information</b>	<p>Counselors should have access to Internet-based enrollment and other counseling tools at the time and place of counseling</p>	<p>Met      Not Met</p> <p><input type="checkbox"/>      <input type="checkbox"/></p>

**State Health Insurance Assistance Program (SHIP)**  
**Standards Area: Risk Management**

<b>Standard</b>	<b>Minimum Indicator</b>	<b>Self-Assessment</b>
<b>#1</b> <b>Each SHIP will assess its overall level of risk for the State SHIP, the local sponsor/agency and individual SHIP counselors</b>	SHIP will complete the SHIP Risk Assessment checklist biannually or when the local SHIP sponsor/agency changes. <b>(Risk Management Assessment to be developed by the Risk Management Sub Committee)</b>	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#2</b> <b>SHIP shall screen applicants for participation in SHIP</b>	The SHIP Program Director or local coordinator will have a face-to-face interview with each prospective counselor for purposes of program orientation and policies.	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
	The State SHIP will obtain at least two references for each prospective volunteer from a certified SHIP counselor, other agency, community program, or church leader.	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#3 SHIPs will complete a Criminal Background Check on all prospective volunteers, as resources permit.</b>	<ul style="list-style-type: none"> <li>All prospective volunteers must agree to a background check prior to training.</li> <li>State SHIP Program Director or local contracting agency must submit the Criminal Background Check form to the appropriate state agency for review.</li> </ul>	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>  Met    Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#4 SHIPs will have a Code of Conduct for objective counseling</b>	If the SHIP uses and application form for new counselors, include statements concerning confidentiality and conflict of interest	Met    Not Met <input type="checkbox"/> <input type="checkbox"/>

<b>Standard</b>	<b>Minimum Indicator</b>	<b>Self-Assessment</b>
<b>#5 SHIPs shall include as part of training guidance and limitations of objective counseling whether in group events, face-to-face, or over the telephone.</b>	SHIP training of new volunteers will include written materials establishing guidelines for objective, unbiased counseling	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#6 SHIPs shall provide prospective counselors with a summary of the federal Volunteer Protection Act and any existing state assurances.</b>	The federal Volunteer Protection Act summary and existing state assurances will be part of the training materials.	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#7 SHIPs shall adopt a disclaimer to be used in all counseling sessions</b>	The SHIP volunteer shall provide a written or oral agreement to be used in counseling sessions that informs clients they are receiving help from a trained counselor who cannot and will not advise them to make a particular plan selection, and that the client is responsible for making their own decision.	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>

<b>State Health Insurance Assistance Program (SHIP)</b> <b>Standards Area: <u>Quality Assurance</u></b>		
<b>Standard</b>	<b>Minimum Indicator</b>	<b>Self-Assessment</b>
<b>#1 SHIPs shall have a mechanism for testing volunteers and staff after the initial certification training</b>	SHIP will administer a certification exam to volunteers and staff who complete the initial training by:	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>
<b>#2 SHIP shall have a mechanism for re-certification of counselors</b>	SHIP will administer annually a re-certification exam to all volunteers and staff who do counseling	Met      Not Met <input type="checkbox"/> <input type="checkbox"/>